	Weekly		Month				
Weekly Report	11/14/2020	11/07/2020	Oct	Sep	Aug*	Jul*	Overall Total
Index							
# Indexes assigned (all metrics based on the workload assigned for the week)	2,858	2,241	8,155	4,940	5,393	4,127	27,714
# Indexes Complete	2,431	1,912	6,670	4,084	4,179	3,284	22,560
% Indexed Complete	85.1%	85.6%	81.9%	82.8%	77.7%	79.8%	81.6%
# Indexes unreachable (Max Attempts)	427	329	1,485	856	1,214	843	5,154
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	15.0%	14.7%	18.2%	17.3%	22.6%	20.5%	18.6%
# Indexes Attempted calls (all completions + at least 1 attempt)	2,856	2,234	8,146	4,935	5,380	4,113	27,664
Average time from Index Received to Index Reached	0.07:16:46	0.10:05:13	0.11:30:46	0.19:01:37	1.07:28:34	1.16:24:45	0.20:47:41
Average Index Handle Time	0.00:14:20	0.00:13:11	0.00:14:05	0.00:13:11	0.00:12:53	0.00:14:09	0.00:13:40
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	95.2%	92.9%	93.3%	87.4%	78.4%	67.3%	85.3%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.9%	100.0%	99.9%	99.8%	99.7%	97.1%	99.4%
Contacts							
# contacts generated	8,462	5,996	21,062	14,495	9,573	6,912	66,500
# contacts generated per Index Complete	3.5	3.1	3.2	3.5	2.3	2.1	2.9
# contacts complete	7,285	5,181	18,276	12,654	8,698	6,373	58,467
% contacts complete	86.1%	86.4%	86.8%	87.3%	90.9%	92.2%	87.9%
# contacts unreachable (Max Attempts + missing phone numbers)	1,088	813	2,786	1,841	875	539	7,942
% contacts unreachable (Max Attempts + missing phone numbers)	12.9%	13.6%	13.2%	12.7%	9.1%	7.8%	11.9%
# contact attempted (all completions + at least 1 attempt)	8,452	5,996	21,062	14,495	9,573	6,912	66,490
Average Time from Contact Generated to Contact Reached	0.10:07:26	0.23:33:11	1.04:42:29	1.14:37:44	2.23:17:13	3.12:05:57	1.17:10:57
Average Contact Handle Time	0.00:13:02	0.00:10:55	0.00:11:30	0.00:10:47	0.00:10:25	0.00:13:56	0.00:11:35
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	90.3%	81.9%	81.1%	76.6%	68.1%	69.8%	78.0%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.7%	99.3%	99.6%	99.1%	99.0%	97.6%	99.2%
Average Time from receipt of initial case name to full completion of all related contacts	1.03:01:17	1.13:00:01	1.17:36:00	2.22:09:27	3.16:39:13	4.08:49:13	2.12:13:29